

ICCFA University
College of International Studies

Program Title	Program Date	Approval
Chinese Funeral Practices and Customs	July 20, 2019	3.0 hours
Chinese Funeral Practices and Customs (Cont'd)		
Jewish Funeral and Burial	July 20, 2019	1.5 hours
Filipino Customs and Traditions	July 20, 2019	1.5 hours
Class Project	July 21, 2019	1.5 hours
Hindu Funeral Beliefs	July 21, 2019	1.5 hours
Korean Traditions, Custom and Practices	July 21, 2019	1.5 hours
Capturing the Hispanic Market	July 21, 2019	1.5 hours
Roman Catholic Funeral Rites	July 22, 2019	1.5 hours
Vietnamese Funerals & Traditions	July 22, 2019	1.5 hours
Muslim Customs and Traditions	July 22, 2019	1.5 hours
The Greek Orthodox Experience of Death & Mourning	July 22, 2019	1.5 hours
Hispanic Culture of Death and Dying in Mexico	July 23, 2019	1.5 hours
Mormon Beliefs on Death and Burial	July 23, 2019	1.5 hours
African-American Funeral Traditions	July 23, 2019	1.5 hours
Military Customs	July 23, 2019	1.0 hour
Q & A Summary	July 24, 2019	denied

ICCFA University
College of 21st Century Services

Program Title	Program Date	Approval
Celebrant Training	July 22, 2019	6.0 hours
Essentials of Public Speaking Basics: What is a Presentation	July 23, 2019	5.5 hours
Essentials of Public Speaking Basics: Principles of Authenticity		
Essentials of Public Speaking Basics: Vocal Techniques		
Essentials of Public Speaking Basics: Practices Makes Permanent		
Best Practices with Firms Utilizing Celebrants	July 24, 2019	1.5 hours

ICCFA University
College of Leadership Administration & Management

Program Title	Program Date	Approval
Principals of Effective Leadership	July 20, 2019	1.5 hours
A Critical Look Into The Future: Adjusting to Issues, Trends and Changes	July 20, 2019	1.5 hours
A Case Study in Leadership	July 20, 2019	denied
Strategic Planning for IT Resources	July 20, 2019	denied
Communication and the Art of Effective Feedback	July 21, 2019	denied
The Facebook Formula: Secrets for Taking Your Business Viral on Facebook	July 21, 2019	denied
First Let's Kill all the Lawyers	July 21, 2019	denied
Employee Reviews, Evaluations, Incentives & Effective Morale-Boosting Programs	July 21, 2019	denied
Dynamics of the Organization	July 22, 2019	denied
Dynamics of the Organization (Cont'd)	July 22, 2019	denied
Best Practices in International Communications	July 22, 2019	denied
Employee Engagement, Motivation, Hiring & Firing	July 22, 2019	denied
Funeral Home & Cemetery Accounting: Keys to Affecting Your Bottom Line	July 23, 2019	1.5 hours
Community Outreach: Setting Your Company Apart	July 23, 2019	1.5 hours
Your Marketing & Branding Mantra: Building Customer Loyalty	July 23, 2019	1.5 hours
Corporate Culture: How Strong is Your Foundation?	July 23, 2019	1.0 hour
Best Practices	July 24, 2019	1.5 hours

ICCFA University
College of Cremation Services

(Programs are also approved for Kansas Crematory Operators CE)

Program Title	Program Date	Approval
Crematory Operator Curriculum	July 20, 2019	6.0 hours
Administrator Curriculum: This & That	July 21, 2019	1.5 hours
Administrator Curriculum: 2019 Financial Realities of Today's Industry	July 21, 2019	1.5 hours
Crematory Tour: "A real-world look at all aspects of a cremation provider"	July 21, 2019	3.0 hours
Cremation & Crematory Risk Management	July 22, 2019	1.5 hours
Innovative Approaches to Cremation Consumers	July 22, 2019	1.5 hours
Reducing Your Liability to Add to Your Bottom Line	July 22, 2019	1.5 hours
Arranging More Than Cremation	July 22, 2019	1.5 hours
Setting a New Standard	July 23, 2019	1.5 hours
Know your Cremation Consumer	July 23, 2019	1.5 hours
Exceeding Expectations: A Creative approach for serving families	July 23, 2019	2.5 hours
Exceeding Expectations: A Creative approach for serving families (Cont'd)		
Bringing it together: Open Forum	July 24, 2019	1.0 hour

ICCFA University
J. Asher Neel College of Sales & Marketing

Program Title	Program Date	Approval
You don't need to be a SuperStar for Success	July 20, 2019	denied
The Facebook Formula: Secrets for Taking Your Business Viral on Facebook	July 20, 2019	denied
Discovering Your Secret Numbers and How to Use Them Daily	July 20, 2019	denied
Creating a Sales Culture That Helps you Attract and Keep Good Sales Talent	July 20, 2019	denied
Why Making a Systematic and Compelling Pre-need Presentation is Critical	July 21, 2019	denied
Prospecting Made Easy and Effective	July 21, 2019	denied
What a Lawyer can Teach me About Sales	July 21, 2019	denied
Community Engagement-How to Position your cemetery or Funeral Home as Leader	July 21, 2019	denied
The Process of Service and Opportunities Through Effective After Care Program	July 22, 2019	denied
The Power of Process of Effective Recruiting	July 22, 2019	denied
Coaching for Success	July 22, 2019	denied
The Four Major Benefits of Using a Planning Guide	July 22, 2019	denied
How to Capture the Fastest Growing Market Segment in America	July 23, 2019	denied
Generating Leads Without a Phone	July 23, 2019	denied
Coming Face-to-Face with Cremation	July 23, 2019	1.5 hours
Using Contest and Incentives to Reinforce the Results You Want	July 23, 2019	denied
The Making of a Miracle	July 24, 2019	denied

ICCFA University
College of Land Management & Grounds Operations

Program Title	Program Date	Approval
Exceptional Cemetery Maintenance: Experience the Difference	July 20, 2019	denied
Creating a Committal Service that Everyone Talks About	July 20, 2019	1.5 hours
OSHA and Gravesite Safety	July 20, 2019	denied
The Key Steps to OSHA Compliance	July 20, 2019	denied
Train the Trainer	July 21, 2019	denied
Children's Remembrance Services & Arrangements at Memphis Memorial Park	July 21, 2019	1.5 hours
Cemetery Sustainable Practices	July 21, 2019	denied
Creative Cemetery Development	July 21, 2019	denied
Healing Grief	July 22, 2019	1.5 hours
Community Outreach	July 22, 2019	1.5 hours
Finding Hidden Treasures	July 22, 2019	denied
Modern Cemetery Development	July 22, 2019	denied
Changing the face of traditional Memorialization	July 23, 2019	1.5 hours
Heroes Serving Heroes`	July 23, 2019	1.5 hours
Cemetery Liability Issues	July 23, 2019	denied
Internal Relationships	July 23, 2019	denied
Students' Forum Q & A	July 24, 2019	denied

ICCFA University
College of Hospitality & Event Management

Program Title	Program Date	Approval
May I Be of Service?	July 20, 2019	1.5 hours
Building a World Class Event Center: A Beginner's Guide	July 20, 2019	1.5 hours
Let's Get Cooking! 10 Key Ingredients You Need to Know About Your Hospitality	July 20, 2019	1.5 hours
Hospitality Isn't Just About Being Nice! The Legal Liabilities and Risk Management	July 20, 2019	1.5 hours
Using Graveside Catering to Create a WOW for your Families	July 21, 2019	1.5 hours
Connecting with the New Consumer	July 21, 2019	1.5 hours
The Funeral Event Your Community Wants to Attend	July 21, 2019	1.5 hours
3-2-1 Jump!	July 21, 2019	1.5 hours
Understanding Financial Statements and Budgeting	July 22, 2019	1.5 hours
Remaining Relevant with the Customer	July 22, 2019	1.5 hours
"Everybody Eats!"	July 22, 2019	1.5 hours
Recipe for Success	July 22, 2019	1.5 hours
What about the Church Ladies?	July 23, 2019	1.5 hours
How to Create a Celebrations Center Partnership	July 23, 2019	1.5 hours
Connecting with Your Community Through Outreach	July 23, 2019	1.5 hours
Is It Worth It?	July 23, 2019	1.0 hour
From Scratch-Building a Successful Funeral Business from the Ground Up	July 24, 2019	1.0 hour

ICCFA University
College of Funeral Home Management

Program Title	Program Date	Approval
The Legal Aspects of Funeral Service	July 20, 2019	1.5 hours
Establishing our Philosophy of Management	July 20, 2019	1.5 hours
Identifying Your Dominant Strengths as a Manager: Part A	July 20, 2019	1.5 hours
Identifying Your Dominant Strengths as a Manager: Part B	July 20, 2019	1.5 hours
There is more to Management than just having the title	July 21, 2019	1.5 hours
The Deming Management System: Part A	July 21, 2019	1.5 hours
The Deming Management System: Part B	July 21, 2019	1.5 hours
Group Exercises: Brain Games	July 21, 2019	1.5 hours
Group Exercises: Games Funeral & Cemetery Managers Play	July 22, 2019	1.5 hours
People: The Double Edged Sword	July 22, 2019	1.5 hours
Train the Trainer: A program for Managers	July 22, 2019	1.5 hours
The Famous ICCFA University "How to " System	July 22, 2019,	1.5 hours
Economic Visibility for Your Company	July 23, 2019	1.5 hours
The Essential Navigation Plan	July 23, 2019	1.5 hours
Community Outreach: Part A	July 23, 2019	1.5 hours
Community Outreach: Part B	July 23, 2019	1.0 hour
Putting the Bow on the System	July 24, 2019	1.0 hour